



Position Description for Senior IT Analyst

FLSA Classification:

FT/exempt

Salary Grade/Level:

A15

Position Title: Senior IT Analyst

Reports to: Technology Director

Date Created/Revised: 2/25

Phillips Theological Seminary offers theological education dedicated to learning the way of Jesus in order to cultivate vital congregations, communities, conversations, and the public good. The Seminary is affiliated with the Christian Church (Disciples of Christ). Located at the convergence of the Creek, Osage, and Cherokee Nations, and just minutes east of the Greenwood District of Tulsa, OK, better known as Black Wall Street. Phillips is committed to justice initiatives and relational solidarity. We are committed to diversity, interculturality (e.g., Africana, Latinx, Asian, and Indigenous American communities), and justice with attention to the social realities of race, class, ethnicity, gender, and queer expressions of the human experience.

Summary/Objective:

This position will work closely with the IT Analyst in providing technology support for Faculty and Staff at Phillips Theological Seminary. Support needs can consist of: managing a ticket queue of desktop support needs, supporting AV technology for 3rd party events, performing routine maintenance tasks on virtual server infrastructure, and modifying network switch configurations. A typical day will involve arriving on location and working through the ticket queue of any pressing needs before shifting to ongoing projects like a desktop refresh or performing a routine test restore of the institution's backup system. Work outside of regular business hours will be necessary under special circumstances to complete ongoing projects, provide support for evening classes or support after hours events.

Essential Functions:

- Respond to requests and technical issues from students, faculty, and staff

- Support A/V technology across a range of classrooms and conference rooms
- Setup new user accounts and assign proper permissions
- Maintain local and cloud infrastructure (virtual machines, active directory, network switches, firewalls, WAPs, etc.)
- Troubleshoot a wide range of technical issues across hardware and software platforms
- Assess priority of needs and address problems in an appropriate manner
- **Performs miscellaneous job-related duties as assigned.**

(Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.)

Competencies:

- Windows 11, MacOS Desktop Operating Systems and Windows Server
- Applied Networking: DHCP, DNS, VLANs, Firewall Policies, SSIDs
- AV conferencing technology for asynchronous learning
- Structured Cabling
- Excellent written and oral communication skills
- Read and comprehend technical documentation
- Effectively present information to students, faculty/staff, management, and/or board of directors

Supervisory Responsibilities:

- **No supervisory responsibility**

Work Environment:

This position requires an independent and creative self-starter with great attention to detail. The work environment requires self-management and must be conducive to productivity with timely response to Phillips employees and supervisor.

Physical Demands:

Regularly lift and move up to 10 pounds and occasionally lift and move up to 80 pounds. Loads will be lifted chest height and occasionally higher. Climbing ladders with loads is also occasionally necessary. The ideal candidate must be able to complete all physical requirements of the job with or without a reasonable accommodation.

Position Type/Expected Hours:

This position is full-time and requires 40 hours per week. *Alter hours if necessary.* Occasional evening and weekend hours for special events. *Alter if necessary.*

Travel:

No travel expected for this role, with the exception of voluntary professional development.

Required Education/Experience:

(Indicate requirements that job related and consistent with business necessity)

- Bachelors Degree or 5-7 years of experience in a similar role
- Experience in Higher Education setting preferred

Preferred education/Experience:

- *Network+*
- *CCNA*

EEO Statement:

Phillips is an Equal Opportunity, ecumenical seminary of the Christian Church (Disciples of Christ). We are approved by the University Senate of the United Methodist Church. Phillips Theological Seminary is an equal employment opportunity employer who complies with all federal, state, and local equal employment opportunity laws. The Seminary does not discriminate against employees or applicants based on race, color, national or ethnic origin, alienage and citizenship status, marital status, age, sex, gender (including gender identity and expression), sexual orientation, genetic information, pregnancy, disability, military status, or religion. The Seminary's commitment to equal opportunity extends to all aspects of the employment relationship, including hiring, promotions, training, working conditions, compensation, and benefits.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this position. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Duties, responsibilities, and activities may change at any time with or without notice.

Signature:

Employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the position.

Employee: _____ **Date:** _____